



We're changing how employees book digital GP appointments

What's changing?

We'll be removing access to the Babylon Digital GP app soon.

Digital GP appointments are now available to book in **Bupa Touch**, in-app and online.

Clients with a BUPACORP code and any corporate clients who are completing renewals between May and December 2023 will migrate this year. Clients renewing between January and May 2024 will migrate to Bupa Touch on their renewal date.

This change doesn't impact our SME customers who recently migrated to Bupa Blue Health. These customers will continue to have access to this app for their digital GP appointments.

Members under a 'whole of workforce' arrangement will not be moving to Bupa Touch at this time.

What is Bupa Touch?

It's the best way to access our digital healthcare services.

Employees can use Bupa Touch to access all their benefits and manage their cover.

They can sign up on their smartphone with the app or online.



We're changing how employees book digital GP appointments

Family and other members

If members have anyone else on their policy over the age of 16, each person can book and manage their own digital GP appointments when they need to. They'll need to create their own Bupa Touch account.

For members under 16, their parent or guardian will need to call us to book appointments.

What happens next

We'll be contacting all members to let them know that Babylon Digital GP will no longer be available and that Bupa Touch is now the place to book digital GP appointments.

Download our handy toolkit to help get you and your clients up to speed with Bupa Touch.

[Download toolkit](#)

Got a question?

Your Bupa account manager will be on hand to help.